

1 ⁹16. (New) A method as recited in claim 1, wherein managing the information
2 includes allowing a first user to access information input by other users working
3 on a task.

1 ¹⁰17. (New) A method as recited in claim 1, wherein governing the environment
2 includes at least one of: specifying a role, the task, and relationships of
3 individuals; specifying a workflow, routing cases, exception handling,
4 assignment of cases to roles, assignment of cases to individuals, and assignment
5 based on priority.

1 ¹¹18. (New) A method as recited in claim 1, wherein handling security of the
2 development architecture framework includes: alerting an administrator of an
3 unauthorized intrusion attempt into a network, informing the user of the
4 unauthorized intrusion attempt into the network upon detection, preventing
5 access to the network; confirming identities of credit card users during
6 transactions conducted utilizing the network, overseeing the transmission of
7 information content, preventing the transmission of the information if the
8 content does not meet with established standards, and encrypting electronic mail
9 prior to the transmission utilizing the network.

1 ¹²19. (New) A method as recited in claim 1, wherein managing the information
2 includes standards and procedures that specify at least on of: tasks, expected
3 and maximum duration of each task, decision points, how the tasks fit together
4 to form a workflow, routing of work depending on the issue, roles, roles
5 associated with tasks, individual roles, and priority of cases.

1 20. (New) A method for designing, implementing, and maintaining a development
2 architecture framework comprising the steps of:

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- 3 (a) managing information that supports a project being carried out by a
4 development architecture framework, wherein managing information includes:
5 allowing common information that is used by a plurality of components of a
6 system to be accessed in a single, shared repository, storing unique information
7 that is unique to the components of the system in corresponding designated
8 folders, and managing media content communicated in the system based on
9 metadata thereof;
- 10 (b) handling security of the development architecture framework by defining
11 security requirements and auditing the development architecture framework to
12 ensure that the security requirements are met, wherein handling security
13 includes: detecting unauthorized attempts to access a network, notifying a user
14 upon detection of at least one of the unauthorized attempts to access the
15 network, restricting access from the network to a separate wide area network,
16 verifying identities of users of credit cards during transactions carried out over
17 the network, monitoring content of information transmittal, preventing
18 transmittal of information if the content does not adhere to standards, and
19 encrypting the electronic mail before transmission utilizing a network;
- 20 (c) ensuring quality of the project being carried out by the development architecture
21 framework, wherein ensuring quality includes: defining a plurality of metrics
22 for providing an objective standard of rating quality of a system, employing
23 statistics to analyze the rating of the quality of the system, implementing
24 continuous improvement of the system based on the analysis of the rating, and
25 providing training to facilitate the continuous improvement of the system;
- 26 (d) managing the project being carried out by the development architecture
27 framework by generating a plan to carry out the project, scheduling a timeline
28 for executing the plan, tracking the execution of the plan, and reporting
29 information uncovered during tracking;
- 30 (e) governing an environment in which the project is carried out by the development
31 architecture framework, wherein governing the environment includes:

32 managing service of a system based on at least one of service level agreements
33 and operations level agreements, performing a plurality of system management
34 operations selected from the group of system management operations consisting
35 of start-up and shut-down operations, back-up and restore operations, archiving
36 operations, security operations, and performance monitoring operations, and
37 planning service in order to anticipate and implement changes in the system;
38 (f) coordinating the delivery of components of the project in a selected order;
39 (g) rectifying problems that occur during the delivery of the components of the
40 project, wherein rectifying problems includes: receiving incidents from users,
41 informing users of known work-around where possible, ensuring that support
42 personnel are working on an incident, keeping users informed of incident
43 resolution progress, ensuring that incidents do not get lost as they are passed
44 around support teams, and informing users when incidents have been resolved,
45 and ensuring resolution is complete; and
46 (h) maintaining updated support information during the delivery of the components
47 of the project.